



**Judicial Council of California**  
ADMINISTRATIVE OFFICE OF THE COURTS

FINANCE DIVISION

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**TO: POTENTIAL PROPOSERS**

**FROM:** Administrative Office of the Courts  
Center for Families, Children & the Courts Division

**DATE:** December 20, 2007

**SUBJECT/PURPOSE OF MEMO: REQUEST FOR PROPOSALS**

The Center for Families, Children & the Courts (CFCC), a division of the Administrative Office of the Courts, seeks the services of a consultant to perform a variety of data collection tasks for statewide research projects in the family courts, which includes statewide longitudinal studies regarding cases that received court-based child custody mediation

**ACTION REQUIRED:** You are invited to review and respond to the attached Request for Proposals (RFP), as posted at <http://www.courtinfo.ca.gov/reference/rfp/>:

Project Title: CLIENT BASELINE STUDIES IN THE FAMILY COURT:  
DATA COLLECTION SERVICES

RFP Number: CFCC 01-08 Client Baseline Studies-LM

**QUESTIONS TO THE SOLICITATIONS MAILBOX:** Questions regarding this RFP should be directed to [solicitations@jud.ca.gov](mailto:solicitations@jud.ca.gov) by **Thursday, January 3, 2008, no later than 1 p.m. (PST).**

**DATE AND TIME PROPOSAL DUE:** There will not be a pre-proposal conference for this RFP.  
Proposals must be received by **Thursday, January 10, 2008, no later than 1 p.m. (PST).**

**SUBMISSION OF PROPOSAL:** Proposals must be sent to:  
Judicial Council of California  
Administrative Office of the Courts  
Attn: Nadine McFadden, RFP No. CFCC 01-08 Client Baseline Studies-LM  
455 Golden Gate Avenue, 7th Floor  
San Francisco, CA 94102-3688

## **JUDICIAL COUNCIL OF CALIFORNIA ADMINISTRATIVE OFFICE OF THE COURTS**

### **1.0 GENERAL INFORMATION**

#### **1.1 BACKGROUND**

The Judicial Council of California, chaired by the Chief Justice of California, is the chief policy making agency of the California judicial system. The California Constitution directs the Council to improve the administration of justice by surveying judicial business, recommending improvements to the courts, and making recommendations annually to the Governor and the Legislature. The Council also adopts rules for court administration, practice, and procedure, and performs other functions prescribed by law. The Administrative Office of the Courts (AOC) is the staff agency for the Council and assists both the Council and its chair in performing their duties.

#### **1.2 THE CENTER FOR FAMILIES, CHILDREN & THE COURTS**

The Center for Families, Children & the Courts (CFCC), a division of the AOC, provides a range of services to Courts in California, including research and technical assistance for juvenile and family Courts, collaborative justice Courts, cases involving self-represented litigants, and cases involving family violence.

#### **1.3 CLIENT BASELINE STUDIES IN THE FAMILY COURT DATA COLLECTION**

CFCC maintains the Statewide Uniform Statistical Reporting System, which includes statewide longitudinal studies regarding cases that received court-based child custody mediation in 1991, 1993, 1996, 1999 and 2003.

### **2.0 TIMELINE FOR THIS RFP**

The AOC has developed the following list of key events from the time of the issuance of this RFP through the intent to award contract. All dates are subject to change at the discretion of the AOC.

EVENT	KEY DATE
RFP issued to <a href="http://www.courtinfo.ca.gov/reference/rfp/">http://www.courtinfo.ca.gov/reference/rfp/</a> :	December 20, 2007
Deadline for questions to <a href="mailto:solicitations@jud.ca.gov">solicitations@jud.ca.gov</a>	January 3, 2008 No later than 1 p.m.
Latest date and time proposal may be submitted	January 10, 2008 No later than 1 p.m.
Evaluation of proposals ( <i>estimate only</i> )	January 11 through January 15, 2008
Notice of Intent to Award ( <i>estimate only</i> )	January 17, 2008
Negotiations and execution of contract ( <i>estimate only</i> )	January 31, 2008

### 3.0 PURPOSE OF THIS REQUEST FOR PROPOSALS (RFP)

- 3.1 The AOC seeks the services of a consultant with expertise in survey research and data collection, preferably in a court setting.
- 3.2 The purpose of this Request for Proposals (RFP) is to secure a contract to perform a variety of data collection tasks for statewide research projects in the family courts. These research projects will take place in the spring of 2008. Research projects will include a baseline study of clients who participate in mandatory court based mediation; a linked study of other services provided in the family court, including parent orientation, domestic violence assessment, investigation and evaluation; in certain courts a linked study evaluating new services and procedures in family court, and collection and analysis of data related to interpretation of family court proceedings related to domestic violence.
- 3.3 The consultant will be asked to provide data collection tools for these projects. These include instrument pre-testing, production, printing and shipping of manual data collection instruments with unique identifiers; collection and data entry of manual forms; creation of data entry tools that court staff can use to enter survey information directly into their computers and transmit the data; creation of web based data entry tools for court staff with access to the internet to use in entering survey information; training and technical assistance to court staff in using the electronic data collection tools; and cleaning and merging the electronic files before submitting them to the AOC.

### 4.0 RFP ATTACHMENTS

- 4.1 Included as part of this RFP are the following attachments:
  - 4.1.1 Attachment 1 - Administrative Rules Governing Request for Proposals.  
Proposers shall follow the rules, set forth in *Attachment 1, in preparation and*

*submittal of their proposals.*

- 4.1.2 Attachment 2 - Contract Terms. Contracts with successful firms will be signed by the parties on a State of California Standard Agreement form and will include terms appropriate for this project. Terms and conditions typical for the requested services are attached as *Attachment 2 - Contract Terms* and include: *Exhibits A through E.*
- 4.1.3 Attachment 3 - Vendor's Acceptance of the RFP's Contract Terms. Proposers must either indicate acceptance of Contract Terms, as set forth in *Attachment 2 – Contract Terms*, or clearly identify exceptions to the Contract Terms, as set forth in this *Attachment 3.*
  - 4.1.3.1 If exceptions are identified, then proposers must also submit (i) a red-lined version of *Attachment 2 – Contract Terms*, that clearly tracks proposed changes to this attachment, and (ii) written documentation to substantiate each such proposed change.
- 4.1.4 Attachment 4 - Payee Data Record Form. The AOC is required to obtain and keep on file, a completed Payee Data Record for each vendor prior to entering into a contract with that vendor. Therefore, vendor's proposal must include a completed and signed *Payee Data Record Form, set forth as Attachment 4.*

## **5.0 EVALUATION OF PROPOSALS**

Proposals will be evaluated by the AOC using the following criteria, in order of descending priority:

- 5.1 Quality of work plan submitted
- 5.2 Experiences on similar assignments, particularly those involving mixed-mode surveys and requiring high response rates from public sector agency personnel
- 5.3 Reasonableness of cost projections
- 5.4 Credentials of staff to be assigned to the Project
- 5.5 Ability to meet timing requirements to complete the Project
- 5.6 Innovative strategies for maximizing quality of data and response rate

## **6.0 SPECIFICS OF A RESPONSIVE TECHNICAL PROPOSAL**

The following information shall be included as the technical portion of the proposal:

6.1 Quality of work plan submitted.

6.1.1 Approach.

6.1.1.1 Proposed project and organization.

6.1.1.2 Proposed data collection methods. Describe in detail the web data collection system proposed. Describe the Access data base collection system proposed, and how data from this system will be transmitted to the contractor.

6.1.1.3 Proposed training and technical assistance. Describe how the consultant will allocate resources and staff to provide technical assistance during the study period. Describe any tools for training/technical assistance/troubleshooting that will be provided for court staff.

6.1.1.4 Quality control. Describe how data quality and response rates will be monitored during the study period and problems resolved.

6.1.1.5 Proposed project and team organization.

6.1.2 Contact information. Provide proposer's point of contact, including name, physical and electronic addresses, and telephone and facsimile numbers.

6.1.3 Tax recording information. Complete and submit *Attachment 4 - Payee Data Record Form*. Note that if an individual or sole proprietorship, using a social security number for tax recording purposes, is awarded a contract, the social security number will be required prior to finalizing a contract.

6.1.4 Compliance with Contract Terms. Complete and submit *Attachment 3 - Vendor's Acceptance of the RFP's Contract Terms*. If changes to *Attachment 3* are proposed, then also submit red-lined version of *Attachment 3- Vendor's Acceptance of the RFP's Contract Terms* as well as written justification supporting any such proposed changes.

6.2 Experiences on similar assignments, particularly those involving mixed-mode surveys and requiring high response rates from public sector agency personnel.

6.2.1 Provide the names, physical and electronic addresses, and telephone numbers of a minimum of three (3) clients for whom the proposer has conducted similar services. The AOC may check references listed by the proposer.

6.2.2 Proposal includes examples of other quantitative research projects.

- 6.2.3 Proposer has demonstrated experience with quantitative research related to the functioning of family court services.
- 6.2.4 References are provided for similar types of prior work, including data collection, data entry, and database management.
- 6.2.5 Proposer has experience working in a Court and/or public sector agency.
- 6.3 Reasonableness of cost projections. See below, *RFP: 7.0 Specifics of a Responsive Cost Proposal*.
- 6.4 Credentials of staff to be assigned to the Project. Describe key staff's knowledge of the requirements necessary to complete this project. Provide professional qualifications and experience of key staff, as well as each individual's ability and experience in conducting the proposed activities. Submit hardcopy of key staff's information in proposal as well as electronically. (*See RFP: 8.0 Submissions of Proposals*)
- 6.5 Ability to meet timing requirements to complete the Project. Overall plan with time estimates for completion of all work required.
- 6.6 Innovative strategies for maximizing quality of data and response rate. The AOC's customary response rate exceeds 78%.

## **7.0 SPECIFICS OF A RESPONSIVE COST PROPOSAL**

The following information shall be included as the cost portion of the proposal:

- 7.1 Reasonableness of Cost Projections.
  - 7.1.1 As a separate document, submit a detailed line item budget showing total cost of the services for each of the four (4) Deliverables specified in *Attachment 2 Contract Terms, Exhibit D - Work to be Performed*. This budget should identify unique hourly rates, titles, and responsibilities for each "Key Personnel," but can group this information for other personnel in a more general manner. Staff rates should be fully burdened, including indirect costs, overhead and profit. The cost proposal should also include separate line items for postage/ mailing costs and travel and lodging. Fully explain and justify all budget line items in a narrative entitled "Budget Justification."
  - 7.1.2 The total cost for consultant services will range between \$50,000.00 - \$70,000.00, inclusive of personnel, materials, computer support, travel, lodging and per diem and overhead rates. The method of payment to the consultant will be by cost reimbursement for each of the 4 Deliverables specified in *Attachment 2 Contract Terms, Exhibit D - Work to be Performed*.

## **8.0 SUBMISSIONS OF PROPOSALS**

- 8.1 Responsive proposals should provide straightforward, concise information that satisfies the requirements noted in items *RFP: 6.0 Specifics of a Responsive Technical Proposal* and *RFP: 7.0 Specifics of a Responsive Cost Proposal*, above. Expensive bindings, color displays, and the like are not necessary or desired. Emphasis should be placed on conformity to the state's instructions, requirements of this RFP, and completeness and clarity of content.
- 8.2 Proposers will submit one (1) original and three (3) copies of the technical proposal and cost proposal signed by an authorized representative of the company, including name, title, address, and telephone number of one individual who is the responder's designated representative.
- 8.3 Proposals must be delivered to the individual listed under Submission of Proposals, as set forth on the cover memo of this RFP.
- 8.4 Only written responses will be accepted. Responses should be sent by registered or certified mail or by hand delivery.
- 8.5 In addition to submittal of the original and three copies of the proposals, as set forth in items 8.2, above, proposers are also required to submit an electronic version of the entire proposal on CD-ROM.

## **9.0 RIGHTS**

The AOC reserves the right to reject any and all proposals, in whole or in part, as well as the right to issue similar RFPs in the future. This RFP is in no way an agreement, obligation, or contract and in no way is the AOC or the State of California responsible for the cost of preparing the proposal. One copy of a submitted proposal will be retained for official files and becomes a public record.

## **10.0 ADDITIONAL REQUIREMENTS**

It may be necessary to interview prospective service providers to clarify aspects of their submittal. If conducted, interviews will likely be conducted by telephone conference call. The AOC will notify prospective service providers regarding the interview arrangements.

## **11.0 CONFIDENTIAL OR PROPRIETARY INFORMATION**

The Administrative Office of the Courts policy is to follow the intent of the California Public Records Act (PRA). If a vendor's proposal contains material noted or marked as confidential and/or proprietary that, in the AOC's sole opinion, meets the disclosure exemption requirements of the PRA, then that information will not be disclosed pursuant to a request for public documents. If the AOC does not consider such material to be exempt from disclosure under the PRA, the material

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will be made available to the public, regardless of the notation or markings. If a vendor is unsure if its confidential and/or proprietary material meets the disclosure exemption requirements of the PRA, then it should not include such information in its proposal.